Are you working to help people affected by the COVID-19 pandemic?

Use these principles of Psychological First Aid (PFA) when working with survivors:

- Respond to requests and initiate contacts in a nonintrusive, compassionate, and helpful way.
- Help people meet their basic needs.
- Calm emotionally overwhelmed or disoriented individuals.
- Identify immediate needs and concerns.
- Empower people to take steps to meet their needs.
- Encourage people to reach out to family and friends via phone, text, or other virtual methods.
- Provide information about common stress reactions.
- Link people with available resources.

ADDITIONAL RESOURCES:

Disaster Distress Helpline: 1–800–985–5990
PFA Online Course from the National Child Traumatic Stress Network and National Center for Posttraumatic Stress Disorder: https://www.nctsn.org/resources/psychological-first-aid-pfa-online.
SAMHSA Disaster Technical Assistance Center website at https://www.samhsa.gov/dtac or call us at 1–800–308–3515.

SAMHSA’s mission is to reduce the impact of substance abuse and mental illness on America’s communities.
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